



Oregon

Theodore R. Kulongoski

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JUN 30 2006

FCC-MAILROOM

Public Utility Commission

550 Capitol Street NE, Suite 215

Mailing Address: PO Box 2148

Salem, OR 97308-2148

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

June 26, 2006

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW ROOM TWB204
WASHINGTON DC 20554

RE: In the matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket 03-123

Enclosed is the State of Oregon's response to the Federal Communications Commission (FCC) requirement to submit an annual log referencing consumer complaints about relay services for June 1, 2005 to May 31, 2006.

The following materials are submitted:

- Cover letter from Sprint
- A copy of the FCC notice regarding the Annual Summary of Consumer Complaints
- A descriptive log of the Traditional TRS Complaints and CapTel Complaints including tracking number, date of complaint, category of complaint, nature of complaint, date of resolution and explanation of resolution.
- A 3.5 diskette with an electronic file of the enclosed documents

A copy of these materials will also be sent to Pam Gregory, FCC, Consumer and Governmental Affairs Bureau.

Please note that the FCC TRS Complaint Contact page for Oregon is current and does not need to be modified. If you have any questions, please contact me at vicki.mclean@state.or.us or call me at 503-378-6661. You may also send faxes to me at 503-373-7950.

Sincerely,

Victoria L. McLean
Central Services Division Administrator

Cc: Pam Gregory, FCC Consumer and Governmental Affairs Bureau
Lee Beyer, Chair, Public Utility Commission
Ray Baum, Commissioner, Public Utility Commission
John Savage, Commissioner, Public Utility Commission
Rick Willis, PUC Executive Director
Damara Paris, Sprint OTRS Account Manager

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Sprint

Together with NEXTEL

Sprint Nextel

700 SW Taylor STE 300

Portland, OR 97205
(503) 937-2381 Phone
(503) 523-9873 Fax

Damara G. Paris

Account Manager

Email: damara.g.paris@sprint.com

June 12, 2006

Vicki McLean, CSD Administrator
Oregon Public Utility Commission
P.O. Box 2148
Salem, OR 97308-2148

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. McLean:

Sprint has provided you the following information to support your filing with the FCC for the State of Massachusetts:

- A summary of the total number of complaints received between June 1, 2005 and May 31, 2006.
- Annual Complaint Log, which includes complaints received between June 1, 2005 and May 31, 2006, with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You will need to clearly reference **CG Docket 03-123** in your cover letter to the FCC.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the FCC staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software) on or before Monday, July 3, 2006. These

items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

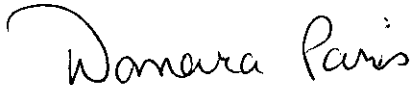
Please also note that your state is also encouraged to send an additional printed copy on or before July 3rd, to the Consumer & Governmental Affairs Bureau of the FCC to:

Pam Gregory, Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C417
Washington, DC 20554
or by email: pam.gregory@fcc.gov

For your reference, Sprint has included a copy of the FCC Public Notice from May 31, 2006 requiring this action.

Should you have any questions concerning this report, please contact me.

Sincerely,



Damara Paris,
Account Manager
Oregon Telecommunications Relay Service

Attachments:

- 1) Summary Sheet
- 2) Log Sheets
- 3) 3.5 inch diskette
- 4) Copy of FCC Public Notice



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 06-1175
Released: May 31, 2006

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND
TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE
ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE
MONDAY JULY 3, 2006**

CG DOCKET NO. 03-123

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and interstate telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2006, on or before July 3, 2006.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate traditional TRS, interstate Speech-to-Speech (STS), interstate Spanish relay, interstate captioned telephone relay, Video Relay Service (VRS), or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2005, and May 31, 2006. Complaint log summaries shall include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, STS, captioned telephone, IP Relay, VRS), the number of complaints received that allege a violation of the federal TRS mandatory minimum standards,

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd at 5190-5191, para. 122.

the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

All filings must reference CG Docket No. 03-123. States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 3, 2006. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Pam Gregory, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C417, Washington, D.C. 20554 or by email at Pam.Gregory@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Your State_Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, D.C. 20554.

The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, D.C. 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their web site www.bcpweb.com or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at: <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2498 (voice), (202) 418-1169 (TTY), or e-mail Pam.Gregory@fcc.gov.

- FCC -

³ See 47 C.F.R. § 64.604(c)(1).

Oregon Telecommunications Relay Service – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: **61**

OTRS Complaint Tracking (6/1/05 to 5/31/06)

Traditional Relay Calls (TTY, Voice, VCO, HCO, CapTel)

Number of Complaints: 61

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/07/05	Caller said agent kept redialing the number dialed. Customer did not request a redial. The call took place approximately between 11:00 and 11:30 AM on 6/6/05. Customer Service Response: Apologized for the agent error and let the caller know the complaint would be filed. Caller is requesting a call back from supervisor on this issue.	06/07/05	Met with agent, but the agent did not remember this call. Coached agent on always following a customers instructions, and not take control of any calls. Contacted customer regarding resolution.
06/09/05	Agent dialed the number and then hung up on the TTY user. TTY user requested a follow up on the resolution.	06/16/05	Met with agent and appropriate action was taken. Made attempt to follow up with customer via phone, however person aswering stated I had the wrong phone number. I dialed XXX-XXX-XXXX. 6/16/05. Contact closed due to inability to reach customer.
06/17/05	Dual Tone Multi Frequency (DTMF) issues.	06/17/05	Tech Support addressed DTMF tone pass through difficulties and made adjustments.
06/30/05	Customer complained that the relay agent left the call after customer typed "Please Hold," then typed the number. Customer Service apologized for the inconvenience. Follow up requested.	06/30/05	Met with agent. Agent did not remember the call. Coached agent that if a customer request for the agent to hold for a period of time, agent must meet their request. If agent feels that caller may have disconnected, they must get supervisor assistance to determine if caller is still there or not. Customer service attempted to reach the consumer three times and was unable to connect with them to follow up on the call.
07/09/05	Customer stated that the number was given to the agent to dial along with a few requests on how to process the call. The agent never dialed out and there was no further response at all. RCS response: Thanked the customer for letting Customer Service know and assured them that a complaint would be sent in so that the problem could be investigated further. Let the customer know that there was an on-going problem of the lines disconnecting at times and that the technicians were working on a solution. No call back requested.	07/14/05	Followed up on 7/13; Coached CA on not hanging up on customers and the importance of helping every customer to their fullest potential.
07/14/05	Customer reports HCO branding dropped (OR Acct Mgr contacted Sprint Relay Customer Service regarding this issue. Customer Service Rep confirmed HCO branding was in the system as well as the HCO Database). Customer did not request additional contact.	12/20/05	Customer appreciated getting the follow up call that her request has been set up in the system regarding HCO branding.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/19/05	Customer called complaining the agent hung up on them. Apologized to the customer, assuring them that the complaint will be forwarded to the agent's supervisor.	07/19/05	Met with agent. She remembered the call, stating that the call came into her console more than once and every time it disconnected on its own. Coached agent on the severity of disconnecting calls on customers.
07/26/05	An OR TTY customer called to say that the first number that the agent dial for them, they did not type the ans machine message as requested by customer, and instead hung up the call. When the second nbr was dialed, the agent typed the answering machine message and did not hang up as requested. RCS: Apologized for the handling of the call. No contact requested.	07/26/05	Oprs must treat each number as a new call. The customer needs to specify instructions for each number given. Operator followed procedures correctly.
08/05/05	OR TTY user called in to say that the customer was making a LD (long distance) call, and after relay dialed out, customer asked agent to verify that their call would be billed by Qwest. Customer stated that the agent replied with "One moment, dialing again" and did not explain why the call was being redialed. When customer asked why the number was being redialed, agent responded that they were making sure it was a Qwest LD carrier. Customer stated that she was "mad" that the agent was not keeping her informed while processing the call. Customer Service apologized. Customer would like a return call.	08/19/05	Supervisor met with agent and agent stated that did not inform the customer because they were afraid of breaking transparency. Supervisor coached on the importance of keeping the customer informed at all times and informed agent that as long as the agent was in operator mode they can verify information with the TTY user if needed. Agent understood. Customer follow up via phone 8/16/05 9:00 am - unable to reach left message on answering machine. Customer follow up via phone 8/18/05 10:30 am - unable to reach left 2nd message on answering machine. Customer follow up via phone 8/19/05 9:45 am - unable to reach left 3rd message on answering machine. Contact closed due to inability to reach customer.
08/08/05	Voice user unable to connect to CapTel Service Number	08/11/05	Conducted test call to CapTel customer to ensure the ability to reach them through service; attempted to contact 3rd party caller who complained to provide further assistance* but they did not return the phone calls.
08/09/05	An OR TTY customer called to say that the agent did not wait for him to type the message that he wanted to leave on the answering machine. Instead, the agent just started dialing the nbr. RCS: Apologized for the handling of the call. Contact requested.	08/17/05	Met with CA on 8/11, and discussed procedures when dialing out; suggested that she wait just a bit before dialing after the "ga" is given in case further instructions are typed. Called customer 8/11 @ 1330 left msg on ans mach; called again 8/12 @ 1413 - ans mach; called again 8/16 @ 1500 ans mach. Contact closed due to inability to reach the customer.
08/15/05	TTY user sent a full 10 digit number. The CA could not read the number given and asked the user to repeat the number. The CA disconnected the call. I apologized for the bad experience and the inconvenience it caused. Ensured the caller the complaint was documented and the CA would be coached.	08/22/05	Reviewed proper procedures with agent. Coached agent on repercussions of disconnecting calls. Agent did not remember the call.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/27/05	OR TTY customer states that her dog groomer called to tell her that her dog was ready to be picked up but what the CA typed was that her dog was dead. Customer was very upset that her dog died, but it turned out that his grooming was done and he was ready to be picked up. When customer asked to speak to the supervisor, the CA disconnected the caller. Customer does not appreciate this "careless listening skill." Customer did say she has been using relay alot in the past few days and all CAs performed wonderfully, and it had been a long time since she encountered this kind of "terrible relaying of messages." Customer service apologized to the customer. Customer does not want a follow up.	08/30/05	Trainer met with agent who was very apologetic. Coached the agent on the importance of typing exactly what the outbound customer is saying. Agent should ask caller to repeat to avoid this type of problem.
08/30/05	Customer stated she typed the number she was dialing to the agent twice, and the agent asked "number u r calling to please". After typing the number to dial twice, the agent disconnected the caller. Supervisor apologized to the customer and informed them this will be forwarded to the appropriate supervisor. Caller wants a call back after 1pm.	08/30/05	CA coached on proper procedure. CA did not receive number to dial. Coached on proper procedure for disconnecting calls when no response received. Account Manager apologized to customer again.
09/07/05	OR TTY user complained that Customer ID was not working on any of her incoming calls through Oregon Relay. Customer stated this was not a problem when she use Colorado Relay. Apologized for the problem, and offered OR toll free # to use instead of 711, explaining 711 dialing is made available through local telephone companies. Entered Trouble Ticket 400881. No contact requested	09/07/05	Tech conducted test calls and checked the OR configuration file and the system is set to pass Caller ID. Tests revealed that the Caller ID trouble was not due to the relay system. Unable to reproduce issue.
09/10/05	An OR TTY user called to complain that the agent did not wait for him to finish typing his instructions and dialed before they were given the 'go ahead" by the caller Apologized for the problem. Customer did not want follow-up.	09/10/05	Supervisor met with agent and coached them on the importance of waiting for the GA before dialing out. Agent understands. No follow up requested.
09/10/05	A TTY customer called to complain that the agent did not follow instructions and outdialed before the "go ahead" was given. Aologized for the problem Customer did not request follow-up.	09/10/05	Supervisor met with agent and coached on the importance of waiting for the GA before dialing out. Agent understands. No follow up requested.
09/10/05	An OR TTY user called to complain that agent did not wait for the "go ahead" and started outdialing before they were finished. Aologized for the problem. Customer did not request follow-up.	09/10/05	Supervisor met with agent and coached on the importance of waiting for the GA before dialing out. No follow up requested.
09/10/05	An OR TTY user called to complain that agent did not wait for them to finish typing and outdialed before he gave the "go ahead". Apologized for the problem Customer did not request follow-up	09/10/05	Supervisor met with agent and coached on the importance of waiting for the GA before dialing out. Agent understands. No follow up requested.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/12/05	Dialing Issue - Unable to dial regional 800 number	09/13/05	Technical Support programmed a change to allow the CapTel user to successfully make a captioned call to regional 800 number.
09/14/05	An OR TTY customer called to say that they were typing the phone number and before customer could give the "GA" the agent started dialing. RCS: Apologized for the handling of the call. No Contact requested	09/14/05	Reviewed proper procedures with agent. Agent did not remember the call.
09/17/05	Customer typed the nbr to dial and was in the process of typing the nbr to get thru the security screen and also the message to leave on the answering machine, but the operator interrupted the customer and began dialing out before the customer was ready with the message. RCS response: Apologized for the problem and thanked the customer for letting us know and assured them that the complaint would be sent in as stated. No call back requested	09/17/05	Coached agent on proper procedures. Reminded agent to wait for GA before dialing out.
09/18/05	VCO customer asked the CA on a previous call to repeat part of the voice person's conversation, and the CA remained transparent. After the out bound voice hung up, the customer asked the CA why they didn't do as asked, and the CA said that they aren't allowed to get involved in the conversation. The VCO asked for a supervisor and the CA asked for a number to dial. VCO asked for a supervisor again and the CA disconnected. Apologized to the customer and said that the supervisor would be informed. Would like follow up with a call to XXX-XXX-XXX and ask for "XXXX." If no one answers, please leave a voice	09/18/05	Met with CA. CA was following correct procedure in not relaying information obtained from a previous call. CA was coached as to phrasing "CA is not allowed to be involved in conversation" vs. "CA no longer has that information."
09/18/05	TTY customer called to complain that the agent did not wait for the "GA" before dialing the number. Customer said the pause was only a few seconds. Apologized. No follow-up requested.	09/18/05	Met with agent. Agent did not remember the call. Coached agent on waiting for the GA before processing the customer requests.
09/23/05	OR TTY user complained that the message was garbled and when asking for CA ID, agent kept asking "number dialing please." Then agent would interrupt them, and agent ignored their questions. Apologized, explaining without the CA ID # we could not address the complaint directly with the agent in error. Customer was very concerned that this be problem be reported to management. I explained I will inform the Acct Manager and offered contact. Customer refused, but took A.M. contact information	09/23/05	Account Manager was not able to contact the customer due to no contact information provided. Therefore, the case was closed.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/27/05	TTY customer is not receiving Caller ID info via OR Relay. Customer has reported this problem several times and the problem is not resolved (apologized for problem encountered advised complaint and trouble ticket would be entered) T.T. 493007 Customer requests contact.	12/20/05	Rebooted adjunct call controllers to update and reset customer information. Account Manager spoke with this customer several times and requested to check into the problem at the customer's residence. Customer has not returned the call to schedule the meeting for over one month. Complaint closed due to lack of Customer response.
09/29/05	TTY customer reports Caller ID info is not received on incoming calls via OR Relay 11 calls within 20 hours. Caller ID not received on any of the calls. Customer states that this is the 4th complaint regarding this issue if problem is not resolved within 1 week customer will file suit in court - violation of FCC rules (supervisor assisted on call advised complaint and trouble ticket would be entered) T.T. 502651 Customer requests contact asap	12/07/05	Trouble Ticket solution: Rebooted adjunct call controllers to update and reset customer information. Account Manager contacted the customer to solve the problem three times and the customer did not request further support.
10/12/05	Disconnect/Reconnect during calls	10/12/05	Provided customer with information explaining the difference between a CapTel phone and a traditional phone. Explained to the customer why disconnection/reconnection might be occurring and offered tips to reduce their occurrence.
10/19/05	A OR customer calling from a cell phone states when calling TTY user he is unable to get through at times because of a caller ID block recording. RCS: Apologized for the problem and explained that a Trouble Ticket would be placed (T.T. was opened). No Contact requested.	10/19/05	Trouble Ticket solution: More information is needed. There has been issues with caller ID, but they have been site specific. Agent ID is needed in order to continue with this. Also the customer can use *82 in order to bypass the caller ID issue. Please reopen once this information is available to the correct TRS site.
10/21/05	At 12:03 pm, the customer stated that agent placed the call before they were done typing the message to be left on answer machine. The customer wanted to make some additional messages to the original message. No follow up necessary.	10/21/05	Agent followed proper procedure of placing the call after several seconds after the "s" (for sk) was typed. Agent stated "When I discussed this contact with the customer, customer would typed GA and then when I began to type, I would be interrupted by the customer stating that he/she has not typed "GA" yet."
10/24/05	A voice customer called to complain that she is unable to get through to a patient (she works at a dental office). Apparently the office number shows as "blocked" and the call will not go through. The customer tried dialing *82 but it is not a valid option since she is in an office setting. She dials the main Oregon relay number, 800-735-1232 to make her relay calls. Apologized. Follow-up requested. Opened TT.	10/24/05	No further follow-up customer has been unavailable to work on this issue. No further reports from customer of additional problems using the relay service.
10/29/05	An OR TTY customer called to say that the agent dialed the nbr and then kept re-dialing without ask the customer. RCS: Apologized for the handling of the call. No Contact requested	10/29/05	Agent was incorrectly processing "fast busy" signals; coached agent on proper procedures.
10/24/05	Captions - dropped characters/garbled text	10/24/05	Sent information in the mail explaining how the CapTel works and how to contact the phone company to have them check the data transmission capability of the phone line. Also explained how to do a hard reset of the unit.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/26/05	Disconnect/Reconnect during calls	10/26/05	Customer has had previous contact with CapTel Customer Service regarding the incidence of disconnect/reconnect during calls. Explained that disconnect/reconnect can happen for a variety of reasons usually not specific to the phone itself.
10/28/05	Technical - General	10/28/05	Gathered information regarding CapTel user's experience and passed this information on to technical support for further investigation. Followed up with customer. Customer said that starting on 10/31* they have been able to make captioned calls successfully
10/29/05	OR TTY user did not want to give their name. Customer states they told the relay OPR to redial, OPR redialed but then the OPR redialed again with out the customer requesting a redial. Customer Service apologized to the customer. Customer would like a follow up but did not want to give their name. Customer can reached in the afternoon or evening.	11/14/05	Reviewed procedure with operator and explained that we only redial once unless instructed otherwise. If the customer says "keep trying" then the operator could redial several times. Apologized agan to the customer for inconvenience.
11/07/05	An OR TTY customer states that they did not get a response from the CA after typing "Hello" over and over. Customer ended up hanging up. RCS apologized to this customer. No follow up requested.	11/07/05	Met with CA. CA does not remember call. CA did not have call with any amount of garbling at beginning of call. Ca demonstrated and stated knowledge of importance of relay protocol in not hanging up on customers.
11/17/05	Customer states that this agent did not follow the instructions given. When dialing out the line was busy so customer stated, redial again if answering machine hang up - the agent redialed several times and did not let the customer have control of the call. RCS response: Apologized for the problem and thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested	11/18/05	Agent was coached on proper protocols.
11/30/05	An OR TTY user complained that agent did not respond when caller asked if she relayed message. Caller stated that she asked agent four times and still received no response. Caller stated that floor supervisor did come on line and said that the CA could not get involved in the call. Customer stated that she just wanted to know if her message had been sent. Apologized for the problem. Customer did not request follow up.	11/30/05	Spoke with CA and assisting supervisor about this call. Message was relayed, and voice user responded. Coached with regard to proper procedure. No further follow up required.
12/06/05	Captions - dropped characters/garbled text	12/06/05	Advised customer to contact telephone company to to check and possibly upgrade phone line. Advised customer to relocate CapTel phone to another AC electrical adapter and wall jack* and to test CapTel at another household.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/08/05	TTY customer reports agent typing accuracy was poor. Agent misspelled many words making the conversation difficult to understand. TTY customer received call and continually had to request the agent retype to understand the content of the call (apologized for problem encountered). Customer did not receive garbled message, but many misspelled words. Customer gave examples of misspelling. Customer was advised that complaint would be forwarded to management) Customer requests contact.	12/12/05	This agent ID number is currently unassigned, therefore, further investigation is not possible. Followed up with customer via email 12/12/05 per request stating this agent ID number is currently unassigned, therefore, further investigation is not possible.
12/12/05	Customer stated asked agent for ID number 5 times because the announcement was garbled. Agent typed"(nbr you are calling to please" and Caller asked again "What is your ID number and F or M?" Then the agent hung up on caller. Supervisor apologized for the inconvenience and assured this would be forwarded to appropriate supervisor. Customer would like a follow up via letter to address provided.	12/12/05	Supervisor met with agent who stated they did not remember this call. However, the agent demonstrated knowledge of appropriate phrasing when responding to customers under similar circumstances. Also advised the agent of the consequences of disconnecting calls. Followed up with customer on 12/21/05 via letter.
01/05/06	Customer stated that they asked for the agent's identification number 5 or 6 time,s but that the agent kept "saying nbr calling to pls". Customer asked if the agent nbr was XXXX. Agent replied that it was XXXX. Caller stated that she disconnected the call, then redialed the relay number to complain. Follow up is requested by mail.	01/05/06	This agent number is currently unassigned, therefore further investigation was not possible. Followed up with customer 1/5/2006 via letter.
01/09/06	Inability for CapTel unit to reach data toll free #	01/10/06	Customer was advised of fiber optic cut that resulted in west coast calls not being able to reach our center.
01/09/06	Inability for CapTel unit to reach data toll free #	01/10/06	Customer was advised of fiber optic cut that resulted in west coast calls not being able to reach our center.
01/19/06	Customer said that he has been receiving several different customer service responses to a problem he's been having since May. When he tries to call OR Relay on his cell phone, he is told, "9 times out of 10", by a recording, that "it's a blocked call" and that he has to enter star 82 before dialing, Star 82 has not worked successfully with these calls. Sometimes a supervisor is able to put the call through, and sometimes they are not. I asked if he usually spoke with Sprint Customer Service or Oregon Relay Customer Service. He didn't know, but upon learning that it probably would have been the latter part of the day when he usually calls, he hung up to try them. No name provided.	01/19/06	Customer disconnected before enough information could be obtained to complete the resolution.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/24/06	An OR TTY caller complained that agent did not follow database notes and also stated that the agent argued that the caller information was not in the customer's database. Apologized for problem. Customer Service did check database and all notes are displaying. Customer did not request a follow-up.	01/24/06	Agent remembers the call and remembers that the customer notes did not show up when the call arrived at her station. She attempted to bring up the notes but offered to transfer the customer to customer service to see if there was a problem with the notes. The agent will continue to bring up the notes if possible as well as get a supervisor if she encounters any more problems.
02/12/06	Voice customer called to report that the agent was commenting about him to another agent while call was connected. He felt her comments were derogatory and racist: "This is from a correctional facility; some black guy calling." Apologized for rudeness. Follow-up requested.	02/12/06	Agent submitted a trouble ticket on this situation prior to this complaint arriving on the CCOD system. Trouble Ticket explained the call was from a correctional facility and could not be processed without calling collect, third party etc. Customer got very angry and told the agent he would call and complain she was being a racist. Made 3 attempts to contact customer via phone. 2/24/06 11:00 am, left msg on ans mach. 2/24/06 4:00 pm, left msg on ans mach. 3/1/06 7:45 am, left msg on ans mach. Closing ticket due to inability to reach customer.
03/06/06	OR VCO customer called to complain that the agent did not dial out the number as given, but simply disconnected the call without response. Apologized for the inconvenience. Asked him to try the call again with another agent; he did and had no problem. No follow-up requested.	03/06/06	CA was coached by Team Leader not to disconnect callers.
03/06/06	OR VCO customer called to complain that the agent did not dial the number as given, but simply disconnected the call without response. Apologized for the inconvenience. Asked customer to try the call again with another agent; he did so and had no problem. No follow-up requested.	03/06/06	Unable to resolve the complaint since the agent number is not currently assigned to a communication agent.
03/09/06	Customer states that the agent was rude to their sister who was the hearing calling party. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	03/11/06	Team Leader spoke with CA and emphasized the need to maintain a professional tone on the call.
03/13/06	Customer gave pre-paid calling card information and saw dialing out macro on TTY, then received nothing further for about 10 minutes. Caller had to hang up and call back into relay. This occurred 3/12/06 around 8:30 p.m. Supervisor thanked customer and said the agent would be coached, with a follow-up letter mailed to customer.	03/13/06	Spoke to the agent about the garbling issue. Agent does remember having a lot of problems with garbling on Spanish calls. The agent was reminded to fill out a trouble ticket if she experiences any problems while processing calls. Agent understands. Follow-up letter mailed on April 3, 2006.
03/22/06	Captions - dropped characters/garbled text	03/29/06	Provided software update to customer and advised customer to contact telephone company to check and upgrade phone line quality.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/29/06	Customer said agent hung up on them at about 5:24 pm PST. Customer stated that right after the call connected to agent, customer gave toll free number with pin and number calling to and then heard beep beep. There was no dialing. Agent had hung up.	03/29/06	Talked with agent who stated that he dialed the calling card 800 number and the customer never provided him with the other info that was need. (Calling to number or pin number did not come in). Agent dialed the 800 number and typed the recording. Then the customer typed "why are you doing this," then the inbound disconnected from the line. Call appears to have been disconnected due to technical difficulties on the customer end.
04/06/06	OR TTY user complains that there are incredible delays with agent's response, and relay greeting repeats over, and her calls come in on wrong line using 800 #. Apologized for the problems, discussed her database preferences, and suggested changing from Turbo code to TDD answer. Encouraged her to contact Ultratec for advice on her own TDD settings. Contacted preferred. Entered TT.	04/06/06	Account Manager met with customer for 1.5 hours on 5/11. Reviewed complaints and discussed different options.
05/04/06	OR Voice customer calling in to say he is using his cell phone to call a Relay user and his call will not go through, the outbound customer does not accept unidentified calls. We have in our database to send his number through to outbound. Customer said he tells opr to enter his number and the call still will not go through. Customer states he has contacted his cell phone company and they say they are sending his correct cell number to relay. Also states outbound has contacted their LEC and they say its not their problem Customer Service apologized and entered a Trouble Ticket. Customer would like follow up via telephone from Account Manager.	05/04/06	Referred to Tier-3 support for information on this issue. Discussed cell phone/caller ID user with lead at RNM. They have noticed this problem also. Their only option is to Use Ctrl-O, which turns it green, but as soon as they press complete, it turns black again and does not pass Caller ID. CS has found in the past that customers with this problem must request from their cell phone company to transmit customer's actual number. Not a relay issue. Account manager followed up with customer on 6/5/06.
05/05/06	OR VCO customer requested customer service to add a number to her Frequently Dialed (FD) list. Customer service is unable to get the requested FD number to attach. One system shows the requested number, but the other system does not. The relay agent is not able to see the requested FD number. We have tried several times in customer service to get this number to stick to her FD list. Customer Service apologized to the customer and was trying to work with the customer but she hung up before I was able to resolve the problem. Customer Service turned in a Trouble Ticket.	05/05/06	The number is now showing in both call systems.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/07/06	An OR TTY customer called to complain that the agents could not put her call through to Mexico via OR Spanish relay. Apologized for the inconvenience. Tried to reach OR Spanish relay but did not reach an agent. Entered a Trouble Ticket. Follow-up requested.	05/07/06	Technical Support noticed that COMCAST LD, which was used by the caller, is not listed in the Carrier of Choice (COC) list. When selecting "ALL OTHERS," the call fails to go through. Made another attempt using Sprint as the COC and the call was completed. Sprint is currently working with Comcast to include them as a COC. Account Manager attempted follow up on 6/01/06, 6/02/06 and 6/05/06 but was not able to reach the customer.
05/14/06	An OR TTY customer called to complain that the agent disconnected the line after the call was finished, after the TTY user gave her another number to dial. Apologized for the inconvenience. No follow-up requested.	05/14/06	Spoke with CA. CA stated they did not receive the second number to dial, and disconnected per procedure. No further follow up requested.
05/24/06	Customer states that when dialing out they told the operator not to type the message if answering machine answered. The agent dialed out and then proceeded to type the whole message. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.		CA coached regarding properly following customer instructions. No further contact required.
05/24/06	Customer states that when calling in to the relay service, the agent answered and asked for the number to dial. When the customer gave the number, there was no response from the CA. Customer typed "GA GA GA" and then typed "Hello GA" and still received no response. RCS response: Apologized for the problem and assured the caller that the complaint would be sent in as stated. No call back requested	05/25/06	Discussed this issue with the CA and coached the agent on following customer instructions.

DOCKET NO.

D3-123

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